



ARS Center Service Recovery - Quick Reference

Relay Center Telephone Numbers

Center Location	Incharge Phone	POTS Phone Make sure users know to turn off FAX if using FAX phone as call-back number!	Voice Test #
Augusta, GA New Castle, PA Norton, VA	<i>Proprietary Contact Information Removed</i>		



ARS Center Service Recovery - Quick Reference

Other Emergencies (Not Related to System Fault)

When

There is a Building Emergency OR There is a Weather Emergency

OR

Any Situation affecting Service Delivery

- 1) Notify Manager on Duty, if present in center. Otherwise, proceed to step 2, immediately.**
- 2) Call OMC**
 - a) Emergency Pager: *Proprietary Number removed.***
 - b) After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.**
 - c) Only if your OMC contact asks you to call or page an SM manager will you need to contact anyone in Service Management. (This type of problem rarely requires immediate Service Management action.)**
- 3) If the responsible Center/Resource Manager was not notified in First Step, notify now. Leave message for the SM Manager on duty.**

**Examples of Building Emergency – Fire, Fumes, Emergency Alarms
Weather Emergency – Tornado, Local Ice Storm, Earthquake
Check with the OMC, concerning any personnel endangering situation.**



ARS Center Service Recovery - Quick Reference

Other Service Delivery Issues (Not Previously Covered in the Document)

- 1) Notify Manager on Duty (present or not).**
- 2) Call OMC**
 - a) Emergency Pager: *Proprietary Information removed.***
 - b) After you hear the TONE, enter the full phone number where you can be reached followed by the pound (#) key.**
 - c) Only if your OMC contact asks you to call or page an SM manager will you need to contact anyone in Service Management. (This type of problem rarely requires immediate Service Management action.)**

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ATT Website

November 8, 2007

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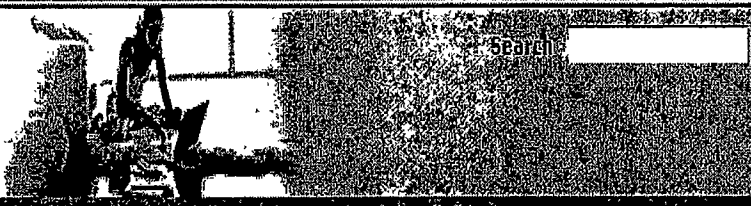
AT&T Relay - Microsoft Internet Explorer provided by PA Public Utility Commission



File Edit View Favorites Tools Help



Address http://www.consumer.att.com/relay/



Residential

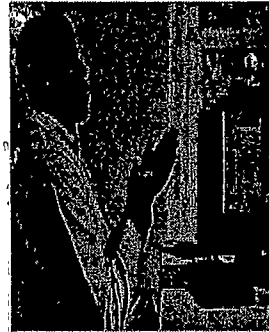
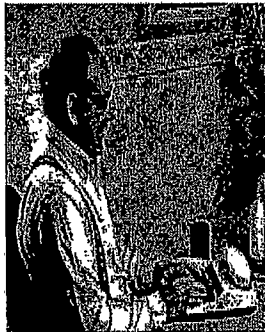
AT&T Relay Home

AT&T Relay Home

TTY Relay

Internet Relay

Video Relay



AT&T Relay Home

Choosing a Relay Service

TTY Relay

Internet Relay

Video Relay

Sites And Resources

About AT&T Relay

AT&T Relay Feedback

Here you will find explanations and step-by-step instructions for each type of TTY service available, along with equipment requirements, directions for use, and dedicated service phone numbers.

[Learn more](#)

AT&T Internet Relay Service allows you to place free text relay calls to telephone users within the U.S. and its territories—right over your web browser.

[Make a Call Now](#)

[Learn more](#)

For many deaf and hard-of-hearing people living in the United States, sign language is the language of choice. That's why AT&T now offers Video Relay Service (VRS)—an online relay service that allows users to sign rather than type their communications.

[Make a Call Now](#)

[Learn more](#)

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Internet



Appendix

No. 7

PA CTRS Information – Hamilton Service Provider

Appendix

No. 7.1

Hamilton Assertion of Compliance with Minimum Standards

Hamilton Telecommunications

Captioned Telephone Voice Carry-Over Relay Service (CTVRS)

Pennsylvania provides Captioned Telephone Voice Carry-Over Relay Service (CTVRS). This includes the provision of Two-Line CTVRS.

CTVRS is ideal for people with some degree of hearing loss. The phone used to access CTVRS works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CTVRS users can listen to the caller, and can also read the written captions in the specialized phone's bright display window.

CTVRS users place a call in the same way as dialing a traditional phone. As they dial, the phone used by CTVRS users automatically connects to a captioning service. When the other party answers, the CTVRS user hears everything that they say, just like a traditional call.

Behind the scenes, a specially-trained operator at the captioning service transcribes everything the other party says into written text, using the very latest in voice-recognition technology. The written text appears on a bright, easy-to-read display window built into the phone used by CTVRS. The captions appear almost simultaneously with the spoken word, allowing CTVRS users to understand everything that is said - either by hearing it or by reading it.

2-Line CTVRS

2-Line CTVRS truly enhances the functional equivalency and quality of CTVRS. 2-Line CTVRS benefits users because calls are direct between parties. 2-Line CTVRS also supports enhancements that users have purchased from their local telephone company, including call waiting and Automatic Call Back (*69). Another advantage is that captions can be turned on or off at any time during the call. This means that multiple users in the same location can enjoy a conversation via another extension in the home or office. Users also benefit because captioning is available on emergency 911 calls and there is no separate telephone number for voice callers to remember.

By using two telephone lines, the CTVRS users listen to their conversation on one line while receiving typed text from the captioning service on the other line. When a CTVRS user receives a call, the standard phone user simply dial the user's phone line directly instead of dialing an 800 number and accessing the captioning service. When calling 911 in emergency situations, the 2-Line CTVRS users' call is routed through the captioning center allowing the user to receive captions on one line and hear the conversation on the other line.

Requirements for 2-Line CTVRS

- A CapTel® telephone (Model 200)
- Two analog telephone lines with separate telephone numbers are required. The second line cannot merely be an extension line.
- Individuals must configure the Captioned Telephone in order for 2-line CapTel service to be enabled. It will not automatically switch to 2-Line mode.

Dialing 911 in an Emergency – Two-Line CTVRS

When calling 911 in emergency situations using 2-Line CTVRS, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line

Dialing 911 in an Emergency – Single Line CTVRS

When calling 911 in emergency situations, the single line CTVRS users' call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will **not** be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are **not** captioned in the same manner that regular CTVRS calls are because the call is not routed through the CTVRS Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the CTVRS user says, and then types their response (on a TTY) that appears on the CTVRS display screen.
- The CTVRS user speaks directly into the handset, as with any other CTVRS call. The 911 call-taker will hear everything the CTVRS user says. The CTVRS user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the display screen of the specialized phone used by CTVRS.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the CTVRS call is placed.

Spanish CTVRS

Intrastate and Interstate Spanish Language CTVRS services are available to Pennsylvania CTVRS users. Spanish CTVRS hours are from 7:00 a.m. to 11:00 p.m. Central Time.

True Caller ID via CTVRS

FCC compliant Caller ID service is provided to CTVRS users of Pennsylvania.

Carrier of Choice

Pennsylvania CTVRS ensures that users will continue to have the ability to access their chosen carrier of choice for intrastate or interstate interexchange carrier calls without regard to what CTVRS phone they may call from to the same extent such access can typically be made by a TRS user (such as using 10-10-XXXX to access carrier of choice).

Pennsylvania CTVRS will continue to inform CTVRS users of the need to designate a long distance carrier for long distance CTVRS calls and the consequences of not making such a designation through a variety of outreach methods including newsletters, outreach events, the website, etc.

Redundancy/Switching System

The Captioning Center serving CTVRS is equipped with redundant systems for power. The Captioning Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the Captioning Center for extended periods of time to the Captioning Center. Redundant systems for power include ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The switching system at the Captioning Center serving CTVRS includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

The company that provides the technology and captionists for CTVRS recently has set up an additional Captioning Center. Adding a second captioning center provides the redundancy for CTVRS and ensures that CTVRS users have continuous, uninterrupted service.

Blockage

Pennsylvania CTVRS ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This is measured by sampling the number of calls being blocked at a minimum of every 60 minutes during CTVRS operation and is reported to the PUC on a monthly basis.

Answer Performance

Pennsylvania CTVRS ensures that 85% of all CTVRS calls will be answered within 10 seconds on a daily basis including abandons. The provider of Pennsylvania CTVRS reports daily answer time to the PUC on a monthly basis.

Change of CTVRS CA

Pennsylvania CTVRS ensures compliance with the FCC rule which requires that the CA shall stay with a relay call for a minimum of ten minutes.

The situations in which a CA would change during a call would include:

- 1) More than 10 minutes past scheduled break or lunch time
- 2) More than 10 minutes past the end of a shift
- 3) CA is observed having extreme difficulty processing the call
- 4) Call has been in progress more than 30 minutes with difficult call content or speed, or 60 minutes or more of an average call

The change of CA is handled through a supervisor who approves the change, finds an available CA to exchange, and issues the Call Take Over. When a change occurs, the new CA is identified to the CTVRS user. Just prior to the change in CA a message is sent to the CTVRS user indicating there will be a change in CA. After the change, a new message is sent with the new CA number indicating they have taken over the call. This way the client can choose to stop the standard phone user from talking for a moment until the new CA is fully in place. The change attempts to take place while the client is speaking so that the least amount of information to caption is lost.

CTVRS Confidentiality Agreement

Pennsylvania CTVRS ensures that all CAs adhere to strict policies of confidentiality, which comply with all FCC confidentiality requirements. Pennsylvania CTVRS collects only that personal information necessary to provide and bill for the CTVRS service being rendered. Following is a Confidentiality Agreement that all CAs are required to sign prior to taking any live calls.

Information obtained during a CTVRS call should not be shared with any person except a member of the CTVRS management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer or customer service issues. General call information is not be shared unless it is used to clarify, vent, or teach. Information about call content is discussed in a private area only.

A Captionist may feel the need to "vent" about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn't **their** call) in a private area. Clarify before the conversation you wish to "vent" about a call.

The success of CTVRS depends on quality and complete confidentiality. Consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence. It is very important all Captionists understand and abide by the confidentiality policy.

I HAVE READ THE FORGOING AND AGREE AS FOLLOWS:

- I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- I will not act upon any information received while processing a CapTel call.
- I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- I will NOT reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- I will not talk about consumers or call content with any fellow Captionists.
- I will not listen to or get involved in calls taken by fellow Captionists.

I understand a breach of any part of this agreement may result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position.

Employee Name _____

Date _____

November 8, 2007
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FCC Captioned Telephone Regulations and Waivers

The FCC has issued a separate Ruling specifically for Captioned Telephone VCO: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that Captioned Telephone VCO Service (CTVRS is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund. Pennsylvania's CTVRS offering meets all FCC minimum standards including answering 85% of all calls within 10 seconds.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for Captioned Telephone VCO Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

Captioned Telephone waivers include:

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
 - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
 - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
 - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound captioned telephone calls.
 - Gender preference.
 - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality.
4. Call Release.
5. ASCII and Baudot Format.

CTVRS CAs adhere to the following minimum standards:

- The CTVRS CA shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA is permitted to provide background noise identification;
- The CTVRS CA shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- The CTVRS CA shall be required to meet the FCC standards for TRS minimum transcription speed;
- The CTVRS CA shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- CTVRS shall pass along a CTVRS caller's ANI to the appropriate PSAP if the caller disconnects before being connected to emergency services;
- CTVRS personnel have the requisite experience, expertise, skills, education, knowledge and training to perform CapTel Services in a professional manner.

Appendix

No. 7.2

Hamilton Workplan Including:

- ✓ Customer Profile
- ✓ Complaint Procedures
- ✓ CA Standards and Confidentiality
- ✓ Outreach
- ✓ Continuity of Business

Hamilton Telephone Company d/b/a Hamilton Telecommunications

Tab 3 Work Plan

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II-3. WORK PLAN. Describe in narrative form your technical plan for accomplishing the work. Use the task descriptions in Part IV of this RFP as reference points. The task descriptions should be in sufficient depth to afford the Commission a thorough understanding of your work plan. Modifications of the task descriptions are permitted; however, reasons for changes should be fully explained.

Hamilton has described in narrative form its technical plan for accomplishing the work. Hamilton has used the task descriptions in Part IV. of this RFP as reference points. Hamilton's task descriptions are in sufficient depth to afford the Commission a thorough understanding of its work plan. Hamilton understands that modifications of the task descriptions are permitted and the reasons for changes are fully explained.

PART IV

WORK STATEMENT

OPERATIONAL, TECHNICAL, AND FUNCTIONAL STANDARDS

IV-1. COMPLIANCE WITH STANDARDS. All minimum standards, regulations, orders, and policies adopted by the FCC or this Commission are incorporated and required in this RFP whether or not they are specifically mentioned, named, or referred to in this RFP. Any future standards, regulations, orders, and policies that the FCC or the Commission may implement while this contract is in force will apply and must be adhered to by the contractor. In particular, all CTVRS providers (contractors and sub-contractors) will comply with or exceed the FCC guidelines and mandatory minimum standards at 47 C.F.R. § 64.604.

Hamilton understands and will comply. Throughout this Tab, Hamilton has addressed each technical requirement as contained in Part IV. of the RFP and has explained in detail how it plans to meet or exceed most requirements. Hamilton has worked to make its proposal fully responsive to each requirement. In each section that Hamilton offered a modification of the task description, Hamilton fully explained reasons for the changes. In each section that Hamilton cannot comply with, Hamilton has listed as an exception in the Attachment to the Transmittal Letter.

As the CTVRS provider, Hamilton will meet all FCC standards necessary to maintain certification as a "state program" under the ADA and FCC regulations, including full compliance with the intent and the existing implementation guidelines set forth in Title IV of the Americans with Disabilities Act of 1990(ADA). In fact, Hamilton continues to substantially beat the standards established by the FCC for maintaining certification in the

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states it serves.

Throughout this proposal is a complete description of how Hamilton will comply with the Code of Federal Regulations, Title 47-Telecommunications, Chapter 1, Federal Communications Commission (FCC), Part 64-Miscellaneous Rules Relating To Common Carriers, Subpart F, Telecommunications Relay Services as it relates to CapTel.

FCC CapTel Regulations and Waivers

The FCC has issued a separate Ruling specifically for *CapTel*: Declaratory Ruling on August 1, 2003 CC Docket No. 98-67, FCC 03-190 document. In this Ruling the FCC found that captioned telephone VCO service (*CapTel* Service is a form of this) is a type of TRS. In addition the FCC waived certain TRS mandatory minimum standards that do apply to captioned telephone VCO service, and waived other TRS mandatory minimum standards for captioned telephone VCO (see list below). On July 14, 2005 the FCC clarified that Two-Line Captioned Telephone Service is a type of telecommunications relay service eligible for compensation from the Interstate TRS Fund. Hamilton's *CapTel* Service offering will meet all FCC minimum standards including answering 85% of all calls within 10 seconds.

The Declaratory Ruling referenced above will serve as the primary source in meeting the existing minimum standards including waivers of the six TRS requirements for *CapTel* Relay Services. The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making these temporary waivers permanent.

CapTel waivers include:

1. Speech to Speech (STS) and Hearing Carryover (HCO)
2. Communication Assistants waivers:
 - TRS mandatory minimum standard requiring CAs to be competent in interpretation of typewritten ASL as applied to captioned telephone CAs.
 - CA oral-to-type test requirement and permit the use of an oral-to-text test instead for CapTel CAs.
 - Requirement that CAs not refuse single or sequential calls as applied to CapTel CAs handling outbound captioned telephone calls.
 - Gender preference.
 - 60 wpm mandatory typing speed for CAs.
3. Interrupt Functionality.
4. Call Release.
5. ASCII and Baudot Format.

For such standards and regulations that may be required by the FCC after July 14, 2005, Hamilton will work with CTI to attempt compliance. If new or increased technologies and corresponding services develop or any changes in the state and/or federal laws, rules and/or regulations are required with different cost elements, Hamilton will, in good faith,

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negotiate an appropriate pricing structure with the PUC.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

IV-2. CTVRS SPECIFICATIONS AND AVAILABILITY. *The proposal should provide details as to the methods of meeting the following minimum CTVRS standards:*

- a. *Provide CTVRS 24 hours a day, 7 days a week, and 365 days a year. Explain how service will be maintained during scheduled and unscheduled maintenance periods, network and power outages, and outages otherwise attributed to Acts of God. See Appendix D for the applicable service level agreement (SLA).*

Hamilton will provide CTVRS 24 x 7 x 365 in a manner that is functionally equivalent to traditional voice calls. CapTel phone users place a call in the same way as dialing a traditional phone. As they dial, the CapTel phone automatically connects to a captioning service. When the other party answers, the CapTel phone user hears everything that they say, just like a traditional call.

Following is a description of how CTVRS Service will be maintained during scheduled and unscheduled maintenance periods, network and power outages, and outages otherwise attributed to Acts of God. The CapTel Service Relay Center is equipped with redundant systems for power. The CapTel Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time.

In addition, the CapTel Service Relay Center is equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

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Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

b. Develop and describe contingency plans for maintaining 24/7/365 operational status. Each potential contractor must certify that it and its affiliates, suppliers, and subcontractors to be involved in the provision of CTVRS meet or exceed the requirements set forth in Appendix E – Certification Relative to Business Continuity. This certification must be renewed annually by the contractor. See Appendix E for the requisite initial and annual certification form. The requirement of 24/7/365 operations applies at all times, and specifically during impairment of contractor's service or of underlying supplier's service regardless of whether the subcontractor is intrinsically involved in the CTVRS service (e.g., third-party call center, trunk lines, etc.) or is providing other goods or services (e.g., power, manpower, etc.), including but not limited to:

- i. Adequate and immediate auxiliary power for call center operation during commercial power failure.*
- ii. Adequate and immediate back-up or redundancy for service-affecting outages and disruptions, regardless of whether such outages or disruptions are scheduled, routine, maintenance-driven, otherwise unforeseen or unplanned, or attributed to Acts of God.*
- iii. Uninterruptible power supply.*

Hamilton and its Subcontractor have developed contingency plans for maintaining 24/7/365 operational status. Hamilton is unable to certify compliance with the items contained in Appendix E. However, Hamilton is able to commit to a Disaster Recovery plan for CTVRS as contained in Appendix G of this proposal. Hamilton has listed its inability to comply with Appendix E as an exception in the Attachment to the Transmittal Letter.

The CapTel Service Relay Center is equipped with redundant systems for power. The CapTel Service Relay Center utilizes a combination of battery backup, commercial UPS supply, and/or auxiliary generator to supply uninterruptible power to the CapTel Center for extended periods of time.

CTI is actively involved in setting up an additional CapTel Center, which is anticipated to be on-line by the end of 2006. Adding a second CTRS call center will provide the redundancy for CTRS and will ensure that CapTel Relay users will have continuous, uninterrupted CapTel service.

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In addition to CTI's Disaster Recovery Plan as contained in Appendix G, Hamilton will advise CTVRS users to dial 711 to use their CapTel phone in VCO mode through Pennsylvania Relay.

Hamilton would like to clarify that CTI's customer service hours are from 8:00 a.m. to 5:00 p.m. CDT. However, customers can call Hamilton for any complaint or trouble reporting -24 hours a day seven days a week. We are ALWAYS available to customers. Some CTRS users will automatically contact Captioned Telephone Inc. directly rather than the Hamilton Customer Service Department.

Hamilton can handle all CTVRS trouble reports even after hours and will act immediately to restore service to CTVRS users. Hamilton's procedure follows:

A CTVRS user contacts Hamilton Customer Service at 10:00 p.m. to report they are unable to connect to CapTel or they are receiving a message stating "DUE TO AN EMERGENCY, CAS NEED TO LEAVE THE CENTER. PLEASE HANG UP AND TRY YOUR CALL LATER OR DIAL 7-1-1 TO USE TRS VCO".

Hamilton Customer Service would inform the customer that the matter will be investigated immediately. Customer Service would also explain that in the interim, the customer can use Voice Carry Over (VCO) by dialing 7-1-1 or the toll free VCO number for Pennsylvania Relay (800-654-5984). The CapTel user will need to inform the CA that s/he would like to use VCO.


Hamilton Relay Customer Service staff would immediately contact Barb Handrup and/or Diane Taylor.

Barb Handrup Senior Relay Manager Office: 402-694-3656 Cellular: 402-694-1195 Home: 402-694-3976 512 Matson Street Aurora, NE 68818	Diane Taylor Assistant Relay Manager Office: 402-694-3656 Cellular: 402-631-3135 Home: 402-725-3529 2103 E. 19 Road Hampton, NE 68843
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Barb and/or Diane would contact the CapTel Call Center to determine the cause and expected duration of the problem in the following order of escalation:

Josh Kammerud Call Center Technician 608-310-8518 Office 608-575-2100 Cell/Home	Pam Frazier Call Center Director 608-310-8502 Office 608-516-7517 Cell or 608-832-6233 Home
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Immediately after contacting CTI, Hamilton would contact the State TRS Administrator to notify them of out outage. All Hamilton call centers would be notified of the outage and warned that they may receive an increase of VCO calls and possibly confused customers.

Should the situation require additional escalation at the CapTel Center, CTRS Senior management would be contacted in the following way:

Jayne Turner
Vice President of CapTel
608-441-8800 Office or 608-213-8865 Cell

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

c. Comply with P.01 customary TRS industry standards. Traffic Reports indicating CCS (hundred call seconds) loads and grade of service on all CTVRS trunks are due to the Commission by the 15th day of each month for the previous month's traffic. See Appendix D for the applicable SLA.

Hamilton ensures compliance with the P.01 customary TRS industry standard for blockage. No more than one call in 100 will receive a busy signal when calling the Captioning Center at the busiest hour. This will be measured by sampling the number of calls being blocked at a minimum of every 60 minutes during CTVRS operation and will be reported to the PUC on a monthly basis. Blockage rates will be reported to the nearest hundredth of a second and will be reported to the commission by the 15th of each month.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

d. Provide adequate and immediate auxiliary power for call center operation during commercial power failure. Provide adequate and immediate back-up or redundancy for service-affecting outages and disruptions, regardless of whether such outages or disruptions are scheduled, routine, maintenance-driven, otherwise unforeseen or unplanned, or attributed to Acts of God. Develop and describe contingency plans for outages of contractor's service or of underlying suppliers - whether intrinsically involved in the CTVRS service (e.g., third-party call center, trunk lines, etc.) or providing other goods or services (e.g., power, manpower, etc.) Prospective contractors must explain how they will accomplish this, especially in the event of service disruptions.

Pennsylvania CapTel

Relay

Tab 3 Work Plan

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As discussed previously in Section b, the CapTel Service Relay Center is equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The CapTel switching system includes a redundant Central Processing Unit (CPU) on "hot stand-by" to ensure that no calls are dropped due to processor failure, a full Maintenance and Administrative Terminal with keyboard, screen and printer capabilities, on-line monitoring, real time programming capabilities which will not take the system off-line, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on site to ensure the required levels of service are met.

As stated previously, CTI is actively involved in setting up an additional CapTel Center, which is anticipated to be on-line by the end of 2006. Adding a second CTRS call center will provide the redundancy for CTRS and will ensure that CapTel Relay users will have continuous, uninterrupted CapTel service.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

e. Allow CTVRS users to place all network call types commonly supported by TRS.

Hamilton ensures that the CTVRS will allow CapTel users to place most network call types commonly supported by TRS including intrastate, interstate, toll-free and pay per call services. One exception is that today's technology does not allow for CTVRS access on pay phones. Another exception is single line 9-1-1. Because 911 calls placed using one-line CapTel are not routed through the captioning service, this requirement does not apply to CapTel. Please see further in this Tab in Section IV-2.1 for an explanation of how the 911 process works through 2-Line CapTel.

CapTel users are able to place collect calls, person-to-person calls, calling card and credit card calls, and calls charged to a third party. The CapTel user dials (area code) 555-1212 and asks for an operator who then places the collect, person-to-person, or third party call for the CapTel user.

Hamilton ensures that CTVRS will be capable of handling pay-per-call (900-number) calls and will allow CapTel users to use all telephone company calling cards for long distance billing.

Hamilton will provide access to directory assistance to the same extent directory assistance is offered to Traditional TRS users. Users will be able to access their carrier of choice for directory assistance. The relay user's carrier of choice bills for interlata and intralata directory assistance

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calls at their tariffed rate. All billing is performed by the customer's carrier. The call will then be processed like all other CapTel calls.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

f. Make available to users the opportunity to speak with a CA's supervisor in the event of an issue with service. Supervisors should be available 24 hours a day, 7 days a week, and 365 days a year for such matters. Minutes spent talking with supervisors are not compensable as CTVRS minutes even if CTVRS services are required to handle the communication. See Appendix D for the applicable SLA.

As amended in the State's responses to Pre-filed questions RFP 2005-2 CTVRS Section IV-2.u. and Section IV-2.v. In regards to the subcontractor providing call minute separation for complaint/escalation and website/user information activities.

The State has decided if the subcontractor cannot currently provide such separation, the vendor should indicate this in its bid response and indicate a statement that the vendor will commit to work with the subcontractor to develop that capability during the initial contract period.

Hamilton is unable to provide call minute separation for complaint/escalation and website/user information activities. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

CapTel CAs are not involved in the communication from the CapTel user to the hearing party. Therefore, the CapTel caller does not have a way to ask the CA for the supervisor during the call. CapTel callers do receive the CA number at both the beginning and end of the call and are encouraged to call CapTel Customer service if they need to report a problem. The CapTel Customer Service telephone number is on the front of the CapTel phone. Therefore, users will have the opportunity to speak with a CA's supervisor when calling the CapTel Customer Service in the event of an issue with service. Please see further in this Tab Section IV-2.q for information regarding Hamilton's Customer Service Department and complaint resolution.

Hamilton is unable to accept the SLA contained in Appendix D. Hamilton has listed this as an exception in the Attachment to the Transmittal Letter.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

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g. *Provide a single toll-free access phone number for CTVRS users. All calling party calls to the call center must be toll-free. See Appendix C – Outsourcing Programs Using 800 Service for information on opting into the Commonwealth's 800 Service contract. While CTVRS is not an outsourced application, the contractor may be able to participate in the Commonwealth's 800 Service contract. Such participation is voluntary on the part of the contractor and the 800 Service provider.*

Hamilton will utilize only one toll-free number for the CapTel service to eliminate confusion and to promote easy and frequent utilization of the service. To access the CapTel service, the CapTel user does not have to dial a toll-free access number – he or she simply dials the number of the person they wish to call on the CapTel phone. The call is automatically connected to the CapTel call center that provides the captioning. Voice users will access the service through the CTI national toll-free number for voice users. Voice users will call a 2 Line CapTel user direct.

Appendix C does not apply to CapTel. CapTel service costs include the 800 number costs. CapTel service uses a common 800 number for all states. For reporting and billing, CapTel can separate the state's CapTel service calls and minutes of use based on ANI and Dialed number.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

h. *Allow access to the call center via "711" abbreviated dialing.*

Hamilton's provision of CapTel allows access to the CapTel call center via "711" dialing. When a user dials 711 and requests CapTel, Hamilton transfers the call to the captioning center and releases the call from the TRS workstation

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

i. *Relay local, intrastate, interstate, and international calls that originate or terminate in Pennsylvania.*

Hamilton ensures that CTVRS users will be able to place local, intrastate, interstate and international calls that originate or terminate in Pennsylvania. This interconnection will be part of the contract price. Hamilton will report total interstate minutes of CapTel use to the PUC. Hamilton will bill all interstate CapTel minutes to the TRS Interstate Fund, according to FCC guidelines.

The only time that Hamilton would not be able to determine the jurisdiction is on Inbound Two-

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Tab 3 Work Plan

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Line CapTel calls. Because there is currently no way for a provider to determine if a particular Inbound Two-Line CapTel call is interstate or intrastate Order, the FCC adopted the following allocation factor.

On July 14, 2005, the FCC clarified that two-line captioned telephone services is a type of TRS eligible for compensation from the Interstate TRS Fund.

In the FCC Public Notice released August 23, 2005, the FCC adopted the allocation methodology proposed by NECA for determining the number of inbound two-line captioned telephone minutes that should be compensated from that Fund. This mechanism is similar to the methodology presently used for 800 and 900 call minutes. Based on the FCC's order, 11% of inbound two-line captioned telephone minutes are allocated to the Interstate TRS Fund. The remaining 89% of minutes are allocated to the intrastate jurisdiction.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- j. *Impose no restrictions on a user for the length or number of calls placed through the CTVRS center.*

CapTel CAs will not limit the length of a call or the number of calls placed by callers through the CapTel Service. When finished with a call, the CapTel user will hang up, and dial another number they wish to call.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

- k. *Appropriately reroute any TRS calls that are not CTVRS calls, including but not limited to VCO, HCO, STS, VRS, 2-line VCO, and TTY calls, or any other non-CTVRS call.*

Due to the nature of CapTel technology the end user calls their party directly and the call is automatically routed through the captioning service. Therefore this requirement does not apply to CapTel.

- l. *Provide 911/E-911 access to all users. Establish and maintain appropriate contacts and connectivity with the Pennsylvania Public Safety Answering Points (PSAPs).*

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Dialing 911 in an Emergency – Two-Line CapTel

With 2-Line CapTel, calls to 911 are handled exactly the same as if the caller had called from any other type of phone, except they receive captions of the call. When calling 911 in emergency situations using 2-Line CapTel, one line is routed directly to the appropriate 911 center and the second line is routed through the captioning center. This allows the user to receive captions on one line and hear the conversation on the other line. Emergency services are able to locate the caller and send help based on the location from which the individual places the 911 call.

Dialing 911 in an Emergency – Single Line CapTel

When calling 911 in emergency situations, the single line CapTel users' call will be automatically routed to the appropriate 911 center because the call was placed from the users home line. 911 calls will not be routed through the captioning service. This means:

- There are no delays in accessing emergency personnel, as calls are directly connected to a 911 call center.
- Emergency 911 calls are not captioned in the same manner that regular CapTel calls are because the call is not routed through the CapTel Captioning Service.
- Emergency 911 calls are treated as VCO calls during which the 911 call-taker can hear everything the CapTel user says, and then types their response (on a TTY) that appears on the CapTel display screen.
- The CapTel user speaks directly into the handset, as with any other CapTel call. The 911 call-taker will hear everything the CapTel user says. The CapTel user will not be able to hear the call taker, but the dispatcher can type instructions on a TTY, which will appear on the CapTel display screen.
- Emergency 911 Services will know the ANI caller and be able to locate the individual and send appropriate help, based on the location from which the CapTel call is placed.

Hamilton gives presentations to 911 centers routinely as part of its outreach program. Hamilton provides training and other assistance to emergency dispatchers to ensure that these groups have access to the required information about responding to hearing impaired callers. Hamilton will leave behind informational folders and a DVD containing detailed information about responding to CapTel/VCO calls in an emergency situation.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

m. *Provide CTVRS in English and Spanish for users who use either English or Spanish as the language of preference for the relay call. Translation from one language to the other is not required.*

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Hamilton will provide CTVRS in English and Spanish. Spanish Captioning Service is available 7:00 a.m. to 11:00 p.m. Central Standard Time seven days a week, every day of the year. CTVRS users can pre-set their preference for Spanish calls on the CapTel Database Profile form.

Hamilton verifies that this service is being provided today, therefore there is no time estimate associated with completion of this task.

n. Provide 3-way calling, speed dialing, and interrupt.

Hamilton will provide 3-way calling, speed dialing, and interrupt through CTVRS.

Three-way Calling via CapTel

Hamilton ensures that FCC compliant Three-way calling will be available to CTVRS users. A standard telephone user can initiate a three-way call to a CapTel user. For example, two standard phone users are on a call. The party with three-way calling feature on his/her phone line would hook flash to put the other person on hold, and would then dial the national CapTel voice number and give the CA the CapTel user's telephone number or dial the CapTel user direct if a 2-Line CapTel user. All three parties would then be joined and the CapTel user would receive captions on the call.

With 2-Line CapTel, the CapTel user can initiate a Three-way call in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Speed Dialing via CapTel

Hamilton ensures that speed dialing will be available to CTVRS users. Speed Dialing, which is built into the CapTel phone's Dialing Directory, allows users to quickly dial frequently called phone numbers. To use this feature, the CapTel user saves the desired phone numbers in the CapTel memory. To speed dial a number in memory, the user simply presses the button next to the "Memory Dial/Redial" arrow. A list of saved numbers and the last number dialed is then displayed. The user then presses the button next to the number they wish to dial again and CapTel dials the number automatically.

Interrupt via CapTel

The FCC issued an order on August 14, 2006 (CG Docket No. 03-123, DA 06-1627 document) making Interrupt Functionality permanently waived for CapTel Service.

Following is a description of the method that Hamilton will provide access that enables the CapTel Relay user to use local exchange non-basic services, including but not limited to, true caller identification, on calls completed through the CTVRS.